



Toni R. Acton  
Director

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June 30, 2011

Via Electronic Submission

Ms. Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Re: AT&T Submission of TRS Consumer Complaint Logs for Period  
June 1, 2010 Through May 31, 2011, CG Docket 03-123

Dear Ms. Dortch:

AT&T hereby submits its Annual Summary of TRS Consumer Complaint Logs for the time period  
June 1, 2010 through May 31, 2011.

If you have any questions, please contact the undersigned at 202-457-3039.

Sincerely,

A handwritten signature in black ink, appearing to read "Toni R. Acton".

Toni R. Acton  
Director

Attachment

**AT&T RELAY SERVICES**  
**2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2010 through May 31, 2011



June 19, 2011

	2010							2011					
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
<b>California</b>													
VOICE												1	1
TTY	1	1											2
TOTAL	1	1	0	0	0	0	0	0	0	0	0	1	3
<b>Pennsylvania</b>													
VOICE													0
TTY	1	1											2
TOTAL	1	1	0	0	0	0	0	0	0	0	0	0	2
<b>Michigan</b>													
VOICE													0
TTY				1									1
TOTAL				1									1
<b>Virginia</b>													
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>AT&amp;T Other</b>													
VOICE				1									1
TTY													0
TOTAL	0	0	0	1	0	0	0	0	0	0	0	0	1
<b>TOTAL - ALL CONTRACTS</b>													
VOICE													1
TTY													3
TOTAL	2	2	0	1	0	0	0	0	0	0	0	1	7

Note:

- 1) AT&T Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted states combined. Includes AT&T Instant Msg. Relay contacts.
- 2) ALL Contracts totals all complaints from all reported state services and AT&T Other category.

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2010 through May 31, 2011



**Complaint Summary by Category**

June 19, 2011

CATEGORY	2010							2011					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency		1											1
Confidentiality													0
Verbatim	1			1								1	3
Typing Issues													0
In Call Replacement													0
Answer Performance	1	1		1									3
Gender Accommodation													0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</b>

# CALIFORNIA RELAY SERVICES

## 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS

June 1, 2010 through May 31, 2011



June 10, 2011

	2010							2011					
CALIFORNIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE												1	1
TTY	1	1											2
TOTAL	1	1	0	0	0	0	0	0	0	0	0	1	3

### California Relay Service Complaint Summary by Category

June 10, 2011

	2010							2011					
CATEGORY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency													0
Confidentiality													0
Verbatim												1	1
Typing Issues													0
In Call Replacement													0
Answer Performance	1	1											2
Gender Accommodation													0
Total	1	1	0	0	0	0	0	0	0	0	0	1	3

**CALIFORNIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2010 – MAY 2011**

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**JUNE 2010**

**TTY June 28, 2010**

The customer complained he/she had difficulty reaching the relay service.

**Category:** Answer/Wait Time

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the customer's inconvenience.

**Contact Closed:** June 28, 2010

**FCC:** Answer Performance

**JULY 2010**

**TTY July 6, 2010**

The customer complained he/she was unable to reach the relay service by dialing 711.

**Category:** Answer/Wait Time

**Escalation:** Received by the National Customer Care Center and handled by the same.

**Resolution:** Apologized to the customer for his/her inconvenience. Followed up with technical team and customer until issue resolved.

**Contact Closed:** July 22, 2010

**FCC:** Answer Performance

**AUGUST 2010–** Nothing to report

**SEPTEMBER 2010 –** Nothing to report

**OCTOBER 2010 –** Nothing to report

**NOVEMBER 2010–** Nothing to report

**DECEMBER 2010–** Nothing to report

**JANUARY 2011–** Nothing to report

**FEBRUARY 2011–** Nothing to report

**MARCH 2011–** Nothing to report

**APRIL 2011–** Nothing to report

**MAY 2011**

**Voice May 25, 2011**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Customer Care Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** May 25, 2011

**FCC:** Verbatim

**2011 FCC ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
**June 1, 2010 through May 31, 2011**



June 19, 2011

[illegible]

## Pennsylvania Complaint Summary by Category

June 19, 2011

[illegible]

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2010 – MAY 2011**

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**JUNE 2010**

**TTY June 25, 2010**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Customer Care Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 25, 2010

**FCC:** Verbatim

**JULY 2010**

**TTY July 19, 2010**

The customer complained the CA did not remain transparent.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Customer Care Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** July 19, 2010

**FCC:** Transparency

**AUGUST 2010–** Nothing to report

**SEPTEMBER 2010 –** Nothing to report

**OCTOBER 2010 –** Nothing to report

**NOVEMBER 2010–** Nothing to report

**DECEMBER 2010–** Nothing to report

**JANUARY 2011–** Nothing to report

**FEBRUARY 2011–** Nothing to report

**MARCH 2011–** Nothing to report

**APRIL 2011–** Nothing to report

**MAY 2011–** Nothing to report





**MICHIGAN RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2010 – MAY 2011**



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**JUNE 2010** – Nothing to report

**JULY 2010**– Nothing to report

**AUGUST 2010**– Nothing to report

**SEPTEMBER 2010**

**TTY September 13, 2010**

The customer complained it took 3 tries to reach a relay operator.

**Category:** Other (Equip)

**Escalation:** Received by the National Customer Care Center and handled by the same.

**Resolution:** Apologized and explained technical team would be notified.

**Contact Closed:** September 13, 2010

**FCC:** Answer Performance

**OCTOBER 2010** – Nothing to report

**NOVEMBER 2010**– Nothing to report

**DECEMBER 2010**– Nothing to report

**JANUARY 2011**– Nothing to report

**FEBRUARY 2011**– Nothing to report

**MARCH 2011**– Nothing to report

**APRIL 2011**– Nothing to report

**MAY 2011**– Nothing to report

# VIRGINIA RELAY SERVICES

## 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2010 through May 31, 2011



June 10, 2011

	2010							2011					
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

### Virginia Relay Service Complaint Summary by Category

June 10, 2011

	2010							2011					
CATEGORY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

**VIRGINIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2010 – MAY 2011**

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**JUNE 2010** – Nothing to report

**JULY 2010** – Nothing to report

**AUGUST 2010**– Nothing to report

**SEPTEMBER 2010** – Nothing to report

**OCTOBER 2010** – Nothing to report

**NOVEMBER 2010**– Nothing to report

**DECEMBER 2010**– Nothing to report

**JANUARY 2011**– Nothing to report

**FEBRUARY 2011**– Nothing to report

**MARCH 2011**– Nothing to report

**APRIL 2011**– Nothing to report

**MAY 2011** – Nothing to report

**June 1, 2010 through May 31, 2011**

[illegible][illegible]

**AT&T NON-CONTRACT STATES (OTHER)  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2010 – MAY 2011**

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**JUNE 2010** – Nothing to report

**JULY 2010**– Nothing to report

**AUGUST 2010**– Nothing to report

**SEPTEMBER 2010**- Nothing to report

**OCTOBER 2010** – Nothing to report

**NOVEMBER 2010**– Nothing to report

**DECEMBER 2010**– Nothing to report

**JANUARY 2011**– Nothing to report

**FEBRUARY 2011**– Nothing to report

**MARCH 2011**– Nothing to report

**APRIL 2011**– Nothing to report

**MAY 2011**– Nothing to report

**2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
**June 1, 2010 through May 31, 2011**



June 19, 2011

[illegible]

### AT&T Instant Message Relay Complaint Summary by Category

June 19, 2011

[illegible]

**AT&T INSTANT MESSAGE RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2010 – MAY 2011**

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**JUNE 2010** – Nothing to report

**JULY 2010**– Nothing to report

**AUGUST 2010**– Nothing to report

**SEPTEMBER 2010**

**Voice September 3, 2010**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** September 3, 2010

**FCC:** Verbatim

**OCTOBER 2010** – Nothing to report

**NOVEMBER 2010**– Nothing to report

**DECEMBER 2010**– Nothing to report

**JANUARY 2011**– Nothing to report

**FEBRUARY 2011**– Nothing to report

**MARCH 2011**– Nothing to report

**APRIL 2011**– Nothing to report

**MAY 2011**– Nothing to report

**Michigan CapTel FCC Complaint Log**  
**June 1, 2010 to May 31, 2011**

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
	June, 2010							There were no complaints in violation of FCC standards this month.			
	July, 2010							There were no complaints in violation of FCC standards this month.			
	August, 2010							There were no complaints in violation of FCC standards this month.			
	September, 2010							There were no complaints in violation of FCC standards this month.			
209917	10/8/2010	8:35:00 AM	CapTel	Service	NA	11000	Account Login Failure	Customer reported seeing a jurisdiction failure message on a call. CSR investigated and identified a system dialing error occurred. CSR apologized for the inconvenience and made sure the customer could reach the party she wished to call successfully.	10/8/2010 11:00:00 AM	within 24 hours	AA
213747	10/28/2010	8:00:00 AM	Email	Service	NA	11040	Captions Lag too far behind voice	Customer shared feedback regarding delay of captions during their call. CSR apologized for incidence and thanked customer for the feedback. CSR suggested customer document the date, time, and CA# of difficult calls for more specific follow up. Customer's experience does not impact compliance with FCC rules for 60 wpm text	10/28/2010 8:30:00 AM	within 24 hours	MJS
214179	10/29/2010	12:55:00 PM	Phone	Product	NA	33080	Dialing Issue - Can't dial out in caption mode	Customer reported that she is unable to dial out on her CapTel. CSR advised customer to remove the call waiting block. Customer performed test call and confirmed that the experience was resolved.	10/29/2010 1:15:00 PM	within 24 hours	JA
214209	10/29/2010	2:00:00 PM	CapTel	Service	NA	11050	Unable to make captioned calls	Customer reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	10/29/2010 2:15:00 PM	within 24 hours	KP
218005	11/16/2010	5:45:00 PM	Phone	Product	NA	33080	Dialing Issue - Can't dial out in caption mode	Customer called reporting inability to dial out on the CapTel phone. Customer could not hear any instructions at all, so sent customer email with troubleshooting steps and advised to physically reset the phone. Customer reported that after the physical reset the CapTel was now able to dial out with captions successfully.	11/16/2010 6:05:00 PM	within 24 hours	JS
222994	12/13/2010	8:50:00 AM	Phone	Service	NA	11090	Service - General	December 12th CapTel's staffing for the Madison call center was affected by a severe snowstorm. Due to blizzard conditions, the city's bus service was shut down for the entire day and travel within the city was severely limited. While answer times were delayed due to reduced staffing throughout the morning and early afternoon, CapTel continued to process calls throughout the day, however answer times were affected. CSR made a test call to customer to confirm they can receive captioned calls successfully.	12/13/2010 9:25:00 AM	within 24 hours	TJ
225562	12/20/2010	2:30:00 PM	CapTel	Technical	NA	22990	Technical - General	Customer reported "Waiting for an Operator" message. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully.	12/21/2010 3:30:00 PM	within 48 hours	JA
224987	12/20/2010	3:45:00 PM	Phone	Technical	NA	22990	Technical - General	Customer is experienced not being able to connect to captions in 2-Line mode. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without	12/21/2010 9:40:00 AM	within 24 hours	JL
225088	12/20/2010	5:00:00 PM	Email	Technical	NA	22990	Technical - General	Customer reported via Live Chat they are unable to connect to the captioning service. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without	12/21/2010 12:30:00 PM	within 24 hours	TJ
225087	12/20/2010	5:15:00 PM	NA	Technical	NA	22990	Technical - General	Client reported via email "Waiting for Captionist" message. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 4:20:00 PM	within 24 hours	JA



**Michigan CapTel FCC Complaint Log**  
**June 1, 2010 to May 31, 2011**

225105	12/20/2010	5:30:00 PM	E-Mail	Technical	NA	22990	Technical - General	Customer reported being unable to connect with captions. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 10:55:00 AM	within 24 hours	RC
225127	12/20/2010	6:00:00 PM	E-Mail	Technical	NA	22990	Technical - General	Customer reported via Live Help that she was unable to place a call to CapTel Customer Service. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call.	12/21/2010 10:25:00 AM	within 24 hours	KP
225165	12/20/2010	7:00:00 PM	E-Mail	Technical	NA	0800-22990	Technical - General	Customer reported that they are unable to connect to the captioning service. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 10:35:00 AM	within 24 hours	TJ
225167	12/20/2010	7:00:00 PM	E-Mail	Technical	NA	0800-22990	Technical - General	Customer reported via Live Chat that they see only the "Waiting for Operator" message and do not connect with captions. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 11:30:00 AM	within 24 hours	JA
225231	12/21/2010	8:00:00 AM	NA	Technical	NA	22990	Technical - General	Customer indicated that she saw the message "Waiting for CapTel operator." CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 8:30:00 AM	within 24 hours	MP
225341	12/21/2010	10:20:00 AM	CapTel	Technical	NA	22990	Technical - General	Customer reported inability to dial out on the CapTel phone on the prior day. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 10:30:00 AM	within 24 hours	TJ
232645	1/20/2011	4:30:00 PM	CapTel	Technical	NA	22990	Technical - General	Customer reported seeing "Captioning Service is ringing" stay in her CapTel screen. CSR advised caller that due to a power disruption to some call center work stations callers had a longer than usual wait time to connect to a captionist. Power was restored to the affected workstations and the wait time for all calls went back to norm. CSR apologized for any inconvenience this may have caused. (Speed of answer time for the day was above 85% answered within 10 seconds.)	1/20/2011 4:40:00 PM	within 24 hours	AG
232682	1/20/2011	4:50:00 PM	CapTel	Technical	NA	22990	Technical - General	Customer reported that it took longer than normal to connect with captions. CSR advised caller that due to a power disruption to some call center work stations callers had a longer than usual wait time to connect to a captionist. Power was restored to the affected workstations and the wait time for all calls went back to norm. CSR apologized for any inconvenience this may have caused.	1/20/2011 5:25:00 PM	within 24 hours	JA
235663	2/2/2011	10:05:00 AM	E-Mail	Service	NA	11090	Service - General	Customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 10:10:00 AM	within 24 hours	TJ
235671	2/2/2011	10:20:00 AM	Phone	Service	NA	11090	Service - General	advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 10:25:00 AM	within 24 hours	JL

**Michigan CapTel FCC Complaint Log**  
**June 1, 2010 to May 31, 2011**

236268	2/2/2011	3:00:00 PM	Email	Service	NA	11090	Service - General	Customer's daughter emailed that her mother's phone is not displaying captions and seeing the message "Caption service line ringing." CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 6:30:00 PM	within 24 hours	ES
236104	2/2/2011	5:30:00 PM	Phone	Service	NA	11090	Service - General	calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 5:35:00 PM	within 24 hours	JA
236177	2/2/2011	10:45:00 PM	Email	Service	NA	11090	Service - General	calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 4:05:00 PM	within 24 hours	JA
	March, 2011							There were no complaints in violation of FCC standards this month.			
	April, 2011							There were no complaints in violation of FCC standards this month.			
	May, 2011							There were no complaints in violation of FCC standards this month.			

AT&T VRS FCC Complaint Log								
June 1, 2010 to May 31, 2011								
ID	Customer/Lead	Assigned To	Category	Opened At	State	Closed At	Notes	Notes II
187964	Joshua Conrad	Escalation to Tier 2	Complaint > Video Interpreter	1/12/2011 13:13	Closed	1/12/2011 13:13	Said that one of VI was poor VQ but other VI is fine. Explained him that we will need to know what VI # & time. He understood	
179294	Kenya Lowe		Complaint > Video Interpreter	12/10/2010 9:38	Closed	1/19/2011 16:08	From: LOWE, KENYA (ATTOPS) [kl1659@att.com] Sent: Wednesday, December 08, 2010 7:03 PM To: ATTVRS Help Subject: 4036 Michele To Whom It May Concern: Today I had CA 4036 Michele on my conference call at 1:30pm. I used ATTVRS.TV. When she first announced herself, she said she was Sprint VRS Interpreter 4036. I asked her if this was not AT&T? She apologized and said, "I mean AT&T what number would you like me to dial?". We need the CA's to be careful when accepting calls from AT&T customers and announcing themselves. Thanks, KL Kenya Lowe-Channel Manager AT&T Relay Customer Information Services 313.406.8973 VP www.att.com/relay www.michiganrelay.com	Referred to call center manager for coaching with VI
171004	Kenya Lowe	VRS Operation	Complaint > Video Interpreter	11/12/2010 15:59	Closed	11/22/2010 11:38	From: LOWE, KENYA (ATTOPS) [kl1659@att.com] Sent: Wednesday, November 10, 2010 2:19 PM To: ATTVRS Help Subject: 9816 Rosalyn Dear AT&T VRS Customer Care: Yesterday I used ATTVRS.TV for my conference call. I received CA 9816 Rosalyn. While she did a good job interpreting my call, she did yawn 4 times on it as well. We need to make sure our VRS CA's realize that yawning on a customer's call is not appropriate nor professional. Also, twice during my call, the screen became blurry and the movements looked like a rainbow of pixels. Please let me know if there is someone else I need to send this feedback to. Thanks! KL Kenya Lowe-Channel Manager AT&T Relay Customer Information Services 313.406.8973 VP www.att.com/relay www.michiganrelay.com kenya.lowe@att.com	VI has been spending nights with son in the hospital, manager and VI were both informed of complaint